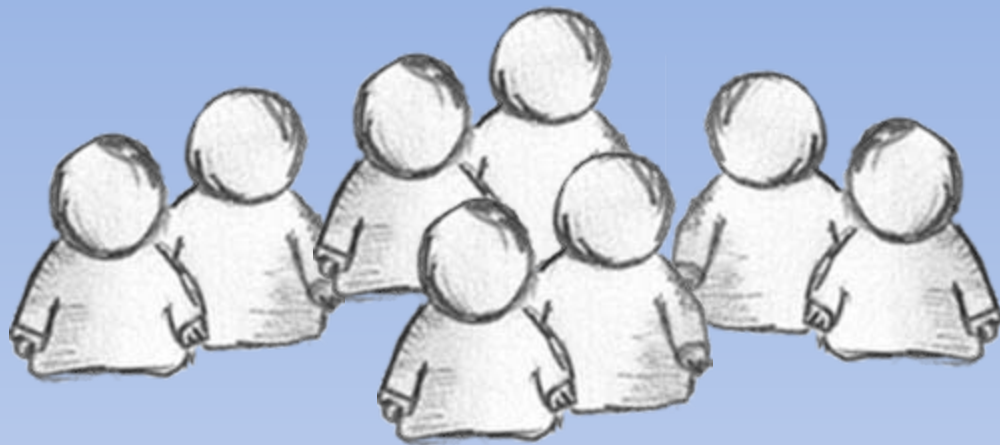


Supporting Behavior Challenges With Creative Communication

Brent Hewey
Elizabeth Sightler

Goals for today:

- What is Challenging Behavior
- Supportive Relationships
- And Tools for creative Communication



Who is here?

Family

Support Providers

Service Coordinators/Program Managers

Teachers...

Who are we talking about?

ANYONE!

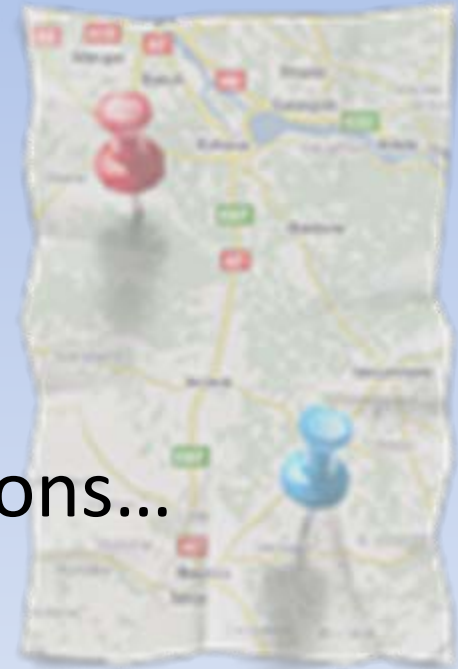
Behavior...

What is Challenging Behavior?



All Behavior Is Communication

- Behavior is a Neutral Term
- Remember that there are solutions...
- All Behavior is goal-oriented





- **The Diagnostic and Statistical Manual of Normal Disorders: 666.00 Neurotypic Disorder**
- **How Common Is It?**
- Tragically, as many as 9625 out of every 10,000 individuals may be neurotypical.
- **Are There Any Treatments For NT?**
- There is no known cure for Neurotypical Syndrome.
- Copyright © 1998-2002 ISNT@autistics.org. Last updated March 18, 2002.

Why do people have “Challenging” Behavior?

- Because it works for them...meets their goal
- Because they can
- It's what they have left
- They are different than you

What Causes “Challenging Behavior”

- Feelings, Desires or Interests
- Birth
- Lack of communication
- Personal histories & trauma, relationships, us
- Medical Factors:
 - Pain or discomfort
 - Illness
 - Medications
- Environmental Factors:
 - Sounds, light, crowds, temperature

Functions of Behavior

Gain

Connection
Interaction
Communication
Validation
Security
Power
Objects
Activities
Sensory Stimulation
Food
Relationships

Avoid / Escape

Demands
Pain
Stimulation
Discomfort
Punishment
Boredom
Anxiety
People
Situations



How did we used to respond to “Challenging” Behavior

... and still do
at times!

Isolation

Medication

Pain compliance Restraint

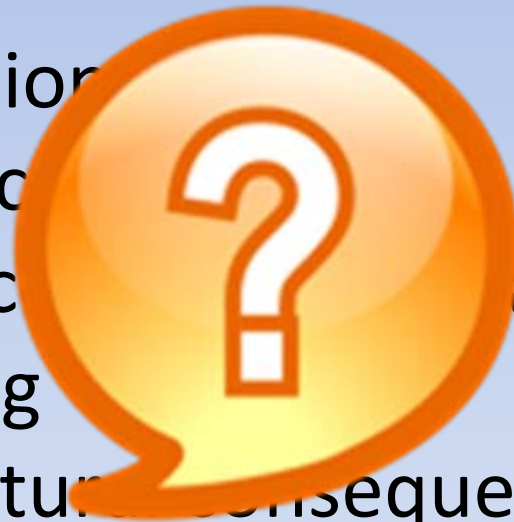
Yelling

Unnatural consequences

Punitive Actions

Asserting control over the individual

Conformity, condescension...



What Behavior do you WANT to see?

Where do you see this behavior most?

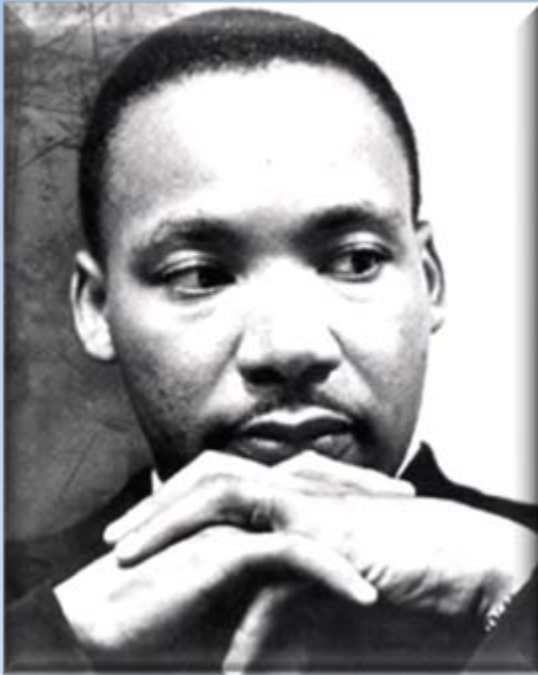
How do we make this behavior happen more!!

Ask: Does this behavior HELP this person

Support Providers

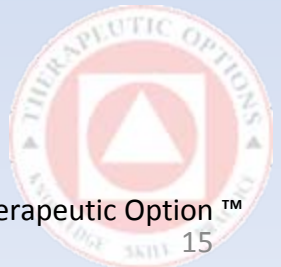
- Need to know that they have a “hard” job and fixes for challenging behavior come slowly
- Need regular support, training, supervision
- Keep curiosity engaged
- Understand there are a lot of “norms”





“Violence is the language of
the unheard”

-- Martin Luther King, Jr.



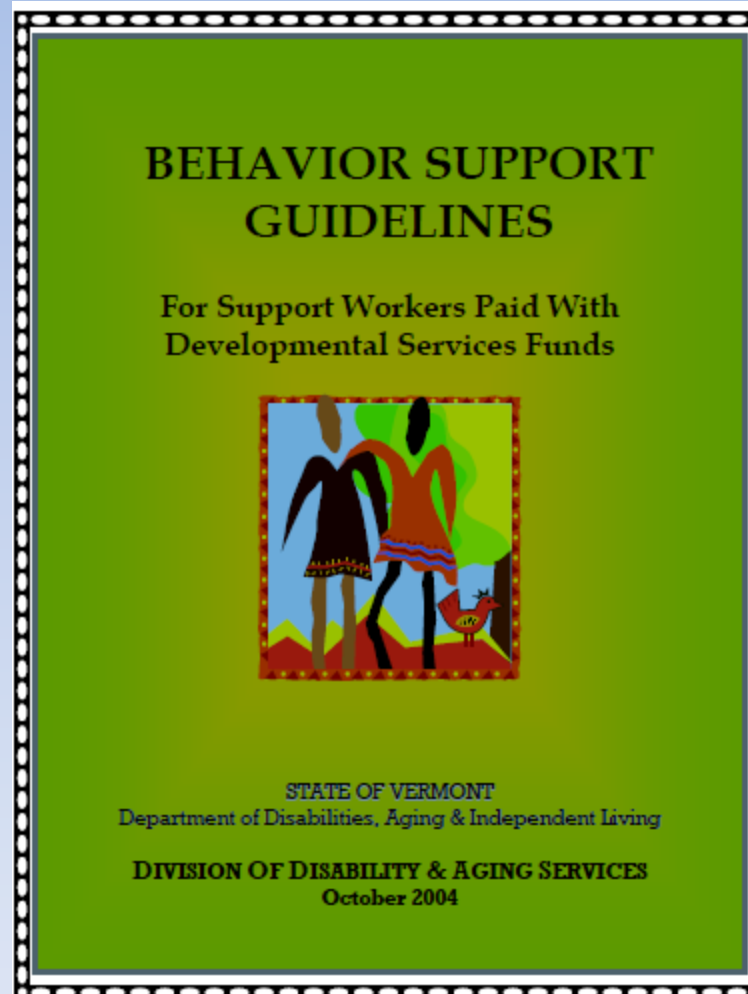
Excerpt Taken from Therapeutic Option™



As a matter of fact...

...yes they CAN yell at you

Behavior Support Plan



Relationships...

The Helping Relationship



We have to support the person we have, not the person we wish we had

Support Providers

- Be aware of your POWER...and share it whenever you can
- Know your own history
- Share responsibility & Admit mistakes

Respectful Helping Relationships

- Meaningful Communication
- Sharing Power
 - Give Choices
 - Genuine Flexibility
 - Boundaries
 - Building Trust
 - Sincerity
 - Competence
 - Courage
 - Openness and Patience

• Be
Different!

Add more on helping
relationships here?

Creative Communication...

Support Providers + Communication Strategies

- *Think it will make job easier – it doesn't!

- *Staff becomes impatient

- *Takes a long time...be consistent

- *Training Communication skills should not feel like punishment!

- * Support and *keep supporting* your staff



Everyone Deserves a way to
Communicate

What you can do



Use people's own language

There's no magic other than knowing the person you work with!

- Ethan

- Nat

What else...

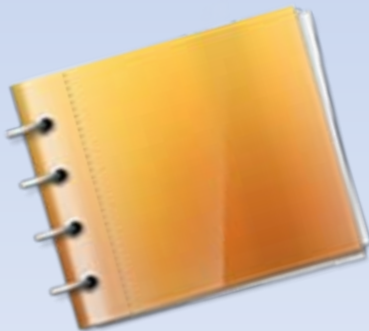


- Active Listening
 - Reflect back
 - Show Empathy
 - Use your knowledge of their history
- Body Language
 - Attend
 - Eyes and use gaze
 - Don't Fidget & Be Present
- Use of language
 - Allow people to use their own language
 - Use there language if/ when appropriate

Create a chat book



- Pictures
- Drawings
- Scrapbook style
- Add to each day so they can
Tell their story!



Other Communication Ideas

- Community Request cards
- AAC devices
- Language
- *If communication is functional you will get feedback
VERY SOON*

What is a Communication Plan

- Update regularly
- Everyone on board
- Blank in “Making Communication Happen” handbook



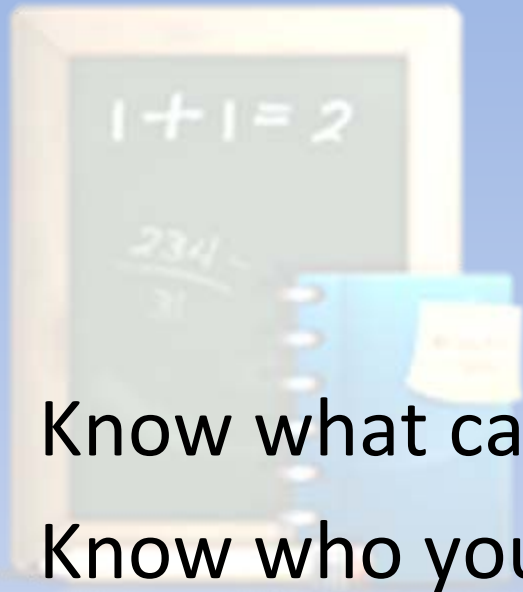
A tool to put it all together:

**An Enhanced
Behavior Support
Plan**

An Enhanced Behavior Support Plan

- Captures communication needs...
- Captures relationships needs...
- Captures behavioral strategies...
 - It recognizes and addresses the relationship between behavior and communication.





Summary

- Know what causes challenging **BEHAVIOR**
- Know who you are working with and build a genuine **RELATIONSHIP** with them
- Develop useful **COMMUNICATION** strategies—even though they mean a lot of work!